

CrEPE: Managing Conflict



We Help

We Teach

We *Learn*

Personality

- Mind → Introvert vs Extrovert
- Energy → Observant vs Intuitive
- Nature → Thinking vs Feeling
- Tactics → Judging vs Prospecting
- Identity → Assertive vs Turbulent

It can be tough...



Managing interpersonal conflict

1. Forgive
2. Constructive criticism
3. Accept or Reject
4. Move on

Communication Breakdowns

- Why do we have miscommunication?
- When do we have miscommunication?
- How do we prevent miscommunication?

Managing Patient Conflict

1. Diffuse

- a. Don't be attached to the outcome

2. Communicate your Feelings

- a. Empathy and Common Ground

3. Keep the Focus on the Patient

- a. Concern for the patient

4. State your Truth about practice and dentistry

- a. Be honest